Hardware Troubleshooting Guide for the Series 8000 Wizard Mat Cutting System

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Troubleshooting Guide

Introduction

Locate the problem that most closely describes the difficulty you are experiencing and follow through the solutions until resolved. Still having problems? Call Help Desk at 888/855-3335 or 425/551/4300.

Cut Quality

Backup: Too much or too little

Backing board needs to be replaced

Blade Quality (burrs, dull, broken)

Blade Depth: Hardware: Head - Blade Depth

Bump in the ovals

The Mat Cutter and rails need cleaning: Hardware: Maintenance

Backing board needs to be replaced

Warped matboard catching on edge of Gantry or bending while cutting

Matboard is very soft or cheaply laminated

Blade Quality (burrs, dull, broken): Change Blade

Blade Depth: Hardware: Head - Blade Depth

Gantry Horizontal Tension: Hardware: Board - Gantry Horizontal Tension

Gantry Wheel Adjustment: Hardware: Gantry - Gantry Wheel Adjustment

Head hitting one of the clamps or the rail

Radius too small: The width of blade causes too much drag when it tries to turn too fast on small circles or arcs, and it can cause a sloppy cut or skip steps, which misaligns Head.

Circles or ovals not cutting out completely

Blade Installation: Hardware: Head

Blade Depth: Hardware: Head - Blade Depth

Blade Quality (burrs, dull, broken): Change Blade

Backing board needs to be replaced

The Mat Cutter and rails need cleaning: Hardware: Maintenance

Debris in the Horizontal Clamp or the Vertical Clamp: Hardware: Maintenance

Head hitting one of the clamps or the rail

Radius too small: The width of blade causes too much drag when it tries to turn too fast on small circles or arcs, and it can cause a sloppy cut or skip steps, which may misalign Head.

Warped matboard catching on edge of Gantry or bending while cutting

Gantry Wheel Adjustment: Hardware: Gantry - Gantry Wheel Adjustment

Gantry Horizontal Tension: Hardware: Board - Gantry Horizontal Tension

Closed V-Groove not wide enough

Blade Depth: Hardware: Head - Blade Depth

Blade Quality (burrs, dull, broken): Change Blade

The Mat Cutter and rails need cleaning: Hardware: Maintenance

Debris in the Horizontal Clamp or the Vertical Clamp: Hardware: Maintenance

Gantry Wheel Adjustment: Hardware: Gantry - Gantry Wheel Adjustment

Gantry Horizontal Tension: Hardware: Board - Gantry Horizontal Tension

Closed V-Groove not even on all sides

Blade Depth: Hardware: Head - Blade Depth

Blade Quality (burrs, dull, broken): Change Blade

The Mat Cutter and rails need cleaning: Hardware: Maintenance

Debris in the Horizontal Clamp or the Vertical Clamp: Hardware: Maintenance

Gantry Wheel Adjustment: Hardware: Gantry - Gantry Wheel Adjustment

Gantry Horizontal Tension: Hardware: Board - Gantry Horizontal Tension

Hook/Notch at beginning of cut

Blade Depth: Hardware: Head - Blade Depth

Blade Quality (burrs, dull, broken): Change Blade

Mats are not cutting out completely

The Mat Cutter and rails need cleaning: Hardware: Maintenance

Backing board needs to be replaced

Debris in the Horizontal Clamp or the Vertical Clamp: Hardware: Maintenance

Warped matboard catching on edge of Gantry or bending while cutting

Blade Quality (burrs, dull, broken): Change Blade

Blade Depth: Hardware: Head - Blade Depth

Head hitting one of the clamps or the rail

Radius too small: The width of the blade causes too much drag when it tries to turn too fast on small circles or arcs, and it can cause a sloppy cut or skip steps, which misaligns the head.

Mat is cut at an angle

Blade Depth: Hardware: Head - Blade Depth

Blade Quality (burrs, dull, broken): Change Blade

Backing board needs to be replaced

The Mat Cutter and rails need cleaning: Hardware: Maintenance

Debris in the Horizontal Clamp or the Vertical Clamp: Hardware: Maintenance

Mat is not squared

Warped matboard catching on edge of Gantry or bending while cutting

Gantry Alignment: Hardware: Gantry - Gantry Alignment

Mat is tearing

Blade Depth: Hardware: Head - Blade Depth

Blade Quality (burrs, dull, broken): Change Blade

Backing board needs to be replaced

Gantry Alignment: Hardware: Gantry - Gantry Alignment

Matboard is very soft or cheaply laminated

Warped matboard catching on edge of Gantry or bending while cutting

Notch or feather in Ovals

Blade Depth: Hardware: Head - Blade Depth

Blade Quality (burrs, dull, broken): Change Blade

Backing board needs to be replaced

Head hitting one of the clamps or the rail

Radius too small: The width of the blade causes too much drag when it tries to turn too fast on small circles or arcs, and it can cause a sloppy cut or skip steps, which misaligns the head.

Warped matboard catching on edge of Gantry or bending while cutting

Gantry Wheel Adjustment: Hardware: Gantry - Gantry Wheel Adjustment

Gantry Horizontal Tension: Hardware: Board - Gantry Horizontal Tension

Opening not cut in right place on precut matboard

Wrong dimensions entered

Mat is precut to the wrong size

Mat not placed correctly into Vertical/Horizontal Clamps

Mat is not squared

Backing board needs to be replaced

Matboard is very soft or cheaply laminated

Warped matboard catching on edge of Gantry or bending while cutting

Gantry Wheel Adjustment: Hardware: Gantry - Gantry Wheel Adjustment

Gantry Horizontal Tension: Hardware: Board - Gantry Horizontal Tension

Opening not cut in right place when cutting outside

Wrong dimensions entered

Backing board needs to be replaced

Matboard is very soft or cheaply laminated

Head hitting one of the clamps or the rail

Warped matboard catching on edge of Gantry or bending while cutting

Gantry Wheel Adjustment: Hardware: Gantry - Gantry Wheel Adjustment

Gantry Horizontal Tension: Hardware: Board - Gantry Horizontal Tension

Openings are not the correct size

Wrong dimensions entered

Blade Depth: Hardware: Head - Blade Depth

Blade Quality (burrs, dull, broken): Change Blade

Radius too small: The width of the blade causes too much drag when it tries to turn too fast on small circles or arcs, and it can cause a sloppy cut or skip steps, which misaligns the head.

Overcut: Too much or too little

Blade Depth: Hardware: Head - Blade Depth

Reverse Bevel is not cut as Reverse Bevel

Did not select a Reverse Bevel mat

Did not select *RB* (checkbox) (Multi opening)

Rounded or sweeping corners; swooping

Blade Depth: Hardware: Head - Blade Depth

Blade Quality (burrs, dull, broken): Change Blade

Backing board needs to be replaced

The Mat Cutter and rails need cleaning: Hardware: Maintenance

Debris in the Horizontal Clamp or the Vertical Clamp: Hardware: Maintenance

Warped matboard catching on edge of Gantry or bending while cutting

Gantry Wheel Adjustment: Hardware: Gantry - Gantry Wheel Adjustment

Gantry Horizontal Tension: Hardware: Board - Gantry Horizontal Tension

Square cutouts are rectangular

User put in wrong dimensions

Blade Depth - Hardware: Head - Blade Depth

Gantry Horizontal Tension - Hardware: Board - Gantry Horizontal Tension

Wavy or ragged edges

Blade Depth: Hardware: Head - Blade Depth

Blade Quality (burrs, dull, broken): Change Blade

Backing board needs to be replaced

The Mat Cutter and rails need cleaning: Hardware: Maintenance

Debris in the Horizontal Clamp or the Vertical Clamp: Hardware: Maintenance

Matboard is very soft or cheaply laminated

Head hitting one of the clamps or the rail

Radius too small: The width of the blade causes too much drag when it tries to turn too fast on small circles or arcs, and it can cause a sloppy cut or skip steps, which misaligns the head.

Warped matboard catching on edge of Gantry or bending while cutting

Gantry Alignment: Hardware: Gantry - Gantry Alignment

Gantry Wheel Adjustment: Hardware: Gantry - Gantry Wheel Adjustment

Gantry Horizontal Tension: Hardware: Board - Gantry Horizontal Tension

Hardware Problems

Blade breaks often

Blade Depth: Hardware: Head - Blade Depth

Blade Quality (burrs, dull, broken): Change Blade

Backing board needs to be replaced

Matboard is very soft or cheaply laminated

Foreign material inside mat or slipsheets

Head hitting one of the clamps or the rail

Radius too small: The width of the blade causes too much drag when it tries to turn too fast on small circles or arcs, and it can cause a sloppy cut or skip steps, which misaligns the head.

Warped matboard catching on edge of Gantry or bending while cutting

Gantry Alignment: Hardware: Gantry - Gantry Alignment

Gantry Horizontal Tension: Hardware: Board - Gantry Horizontal Tension

Gantry Wheel Adjustment: Hardware: Gantry - Gantry Wheel Adjustment

Gantry does not fit onto Board

Gantry Wheel Adjustment: Hardware: Gantry - Gantry Wheel Adjustment

Head does not fit onto Gantry

Head Wheel Adjustment: Hardware: Head - Head Wheel Adjustment

Head is not cutting

Driver Pak is turned off - Hardware: Driver Pak Replacement

Air compressor is turned off

Blade Depth: Hardware: Head - Blade Depth

Reboot CPU/Driver

Power cable unplugged from Driver Pak

Cables loose or disconnected

Head slams into the rail

Wrong dimensions entered: The largest opening you can cut with the Wizard is 57x37" (60x40 with 1.5" borders all around, 1 layer and not cutting the outside).

Head out of Alignment: User Guide: Align the Head

Radius too small: The width of the blade causes too much drag when it tries to turn too fast on small circles or arcs, and it can cause a sloppy cut or skip steps, which misaligns the head.

Warped matboard catching on edge of Gantry or bending while cutting

Reboot CPU/Driver

Mat flew off The Mat Cutter

Air compressor is turned off

Air compressor hasn't had time to build up air pressure

Air pressure is below 80 psi

Blown air clamp - Hardware: Air Clamp Replacement

Noises & weird sounds

Blade Depth: Hardware: Head - Blade Depth

Blade Quality (burrs, dull, broken): Change Blade

Backing board needs to be replaced

The Mat Cutter and rails need cleaning: Hardware: Maintenance

Debris in the Horizontal Clamp or the Vertical Clamp: Hardware: Maintenance

Opening fallouts are dropping behind the mat and jamming Gantry/Head

Travelling Cable is caught on something

Matboard is very soft or cheaply laminated

Head hitting one of the clamps or the rail

Radius too small: The width of the blade causes too much drag when it tries to turn too fast on small circles or arcs, and it can cause a sloppy cut or skip steps, which misaligns the head.

Warped matboard catching on edge of Gantry or bending while cutting

Gantry Alignment: Hardware: Gantry - Gantry Alignment

Gantry Wheel Adjustment: Hardware: Gantry - Gantry Wheel Adjustment

Reboot CPU/Driver

Spray glue has been sprayed around the Wizard or the keyboard

Gantry Horizontal Tension: Hardware: Board - Gantry Horizontal Tension

Nothing is happening, but it says it's cutting

Make sure air compressor is on

Check connection between Driver Pak and USB Port - Hardware: Driver Pak Replacement

Make sure Driver Pak plugged in - Hardware: Driver Pak Replacement

Make sure Driver Pak is on - Hardware: Driver Pak Replacement

Error Messages

No power available to the Driver Pak

Check connection of Driver Pak to USB Port - Hardware: Driver Pak Replacement

Make sure Driver Pak is on - Hardware: Driver Pak Replacement

Error while loading a Diskette

Error can be anything from Unable to run application to Not enough memory. Because mat cutting creates a dusty environment, use air source to GENTLY blow into A:\ drive before reinserting diskette; may need to repeat several times.

NOTES: